



## Sharing the love

The Love Water grants are all about supporting and building initiatives that conserve water, protect the environment or learn the value of water in our community.

This year's successful Love Water grants ranged from the installation of rainwater tanks at schools around the Lower Hunter to the establishment of a children's Indigenous knowledge water conservation garden. Follow us on social media to see these projects come to life!

The Love Water grants are open once a year. If you'd like to register your interest for the 2020 grants program, visit [hunterwater.com.au/grants](https://hunterwater.com.au/grants).

## Working with businesses to Love Water



We recognise water is crucial to economic activity and community life, which is why we are working together with our business customers to identify opportunities for water savings.

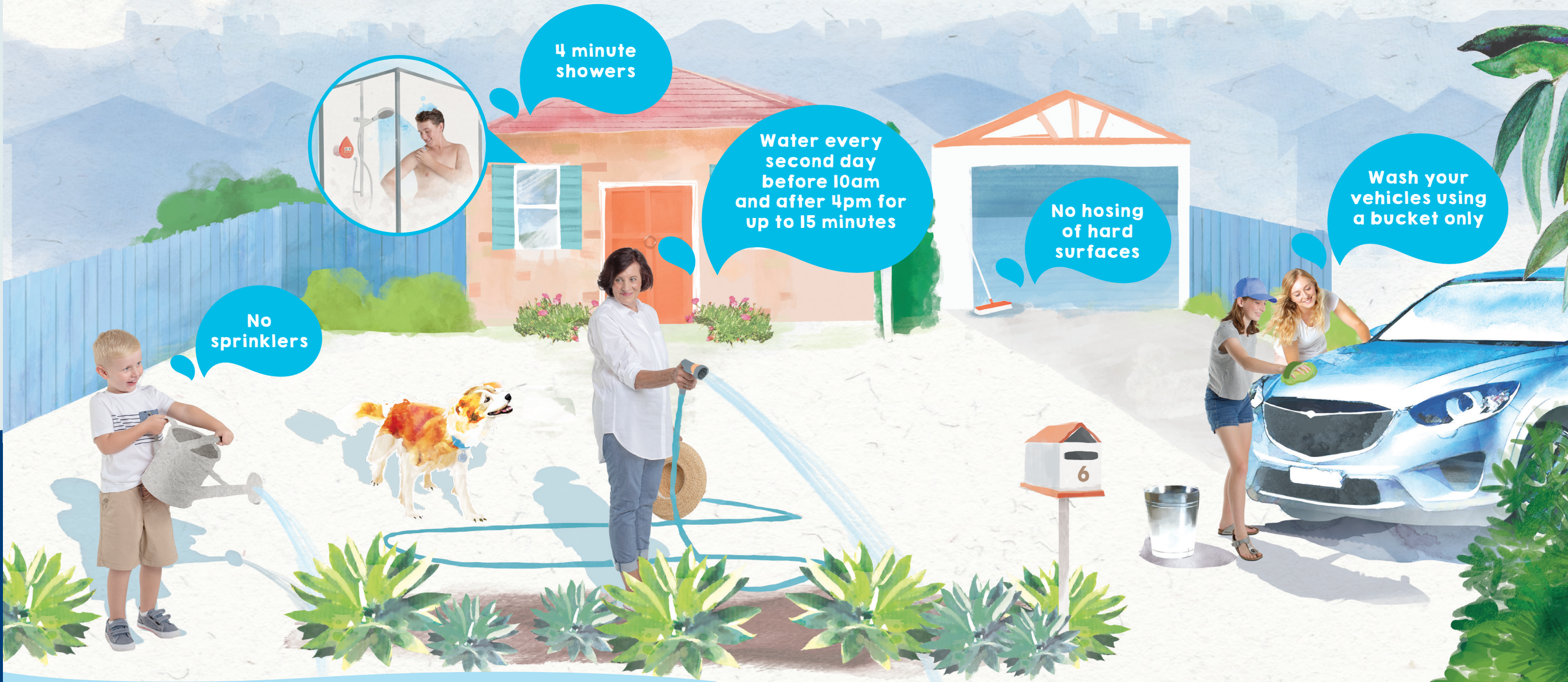
Finding ways to save water is not only beneficial in conserving our precious drinking water supplies, but it can also help businesses financially in the long term.

The University of Newcastle knows the value of being water wise. Hunter Water has partnered with the University to undertake a detailed water usage audit and install real-time monitoring devices to understand its water use. More than 50 million litres of our precious resource has been saved. We continue to work closely with the University to find further water efficiencies and investigate alternative supply options.

To find out how your business can save water, visit [hunterwater.com.au/savewater](https://hunterwater.com.au/savewater)



# Level 2 Water Restrictions now apply



## Your FREE shower timer

If everyone in the Lower Hunter reduced their shower by 1 minute, we could save over **4 million litres** of drinking water in a day!

Aiming for 4 minutes can be easy. To help you keep your shower time in check, we've sent you a 4 minute shower timer to keep in your bathroom.

You can also keep your shower time in check by listening to your favourite 4 minute song. Use the QR code on the box of your shower timer to get a list of great 4 minute songs!



Scan your phone here



Water restrictions have been tightened for both homes and businesses across the Lower Hunter in response to falling storage levels and hot, dry weather conditions.

We can't control the weather, but we can control how much water we use. We can save a lot by working together to make small changes.

**Did you know that 60% of water in the Lower Hunter is used by households?**

If people choose not to follow water restrictions, fines can apply.

Find out more at [hunterwater.com.au/restrictions](https://hunterwater.com.au/restrictions)

## Understanding your watering days...

**If your street number is even, e.g 6 Smith St, water on even dates of the month.**  
**If your street number is odd, e.g 7 Smith St, water on the odd dates.**



## A message from Hunter Water's Acting CEO

I'd like to take this opportunity to extend a sincere thank you to all of our customers and community for their incredible efforts to save our precious resource. The severe drought is being felt by much of NSW, including here in the Lower Hunter. The dry conditions prompted the introduction of water restrictions in September for the first time in 25 years. I'm pleased to say that our community is showing their love for water and is taking action in their day-to-day lives to save their buckets of water, whether it's by reducing their showers or waiting for a full load before doing the washing.

**We're not resting on our laurels when it comes to reducing water losses, which is why we have significantly increased our resources to find and fix leaks across our 5,000 kilometre network.**

We have also improved our response times to customer-reported leaks, and will continue to focus on making further improvements in this area. We are playing our part to save water by driving down leakage.

It's because of our community and Hunter Water's efforts to save water that we have been able to continue our partnership with local councils to provide support to Upper Hunter farming communities severely affected by the drought. The initiative has been running since August 2018, with more than 5,000,000 litres of drinking water delivered to more than 250 properties. The coordination of these deliveries wouldn't have been possible without the generosity and assistance of our local councils, including Lake Macquarie, Newcastle and Central Coast, in providing tankers. In addition, Upper Hunter and Muswellbrook Shire Councils have provided refill points to maximise the coverage for each tanker run. Thank you to all involved.

We are progressing plans for a Drought Response Desalination Plant at Belmont to support our supply, should the severe drought continue. In October we lodged our Environmental Impact Statement as part of the planning approvals process. While drought response desalination is an emergency measure, the plant's operation would ease pressure on our dams as they approach 15 percent capacity.

At the same time, we continue to explore all avenues for conserving water and are actively working with our community to plan for the region's long term future, with a review of the Lower Hunter Water Plan. It's important we update this plan to reflect our changing community values and to ensure we manage our precious resource well so there is a sustainable supply for future generations.

So thank you to everyone for loving water and making savings around your home and business. Your efforts are recognised and appreciated, and together we are making a difference.

**Graham Wood**  
Acting Chief Executive Officer



## We're planning for the future now

We're working with the NSW Government, key stakeholders and the community to review the Lower Hunter Water Plan (LHWP) to ensure our region has a sustainable and resilient water system in the future.

We considered a long list of water supply and demand option types to supplement our existing water supplies and reduce the amount of water we use. We have worked with the community to shortlist the options to narrow down the best ones for our region.

The options are being assessed across a range of criteria based on best practice industry knowledge, including:

- technical feasibility
- reliability
- environmental and social impacts
- cost to build and operate

This information will be used to develop a number of 'portfolios' or groups of options to ensure we have a water system that can adapt and respond to change. We are engaging further with our community and stakeholders on their preferred portfolio. The portfolios will become the main component of the revised LHWP, which we're aiming to release in 2021.

To find out more and have your say on the options, visit [yourvoice.hunterwater.com.au/water-future](https://yourvoice.hunterwater.com.au/water-future)



### Try our new water usage calculator

Our water usage calculator estimates your annual water consumption based on your answers to questions regarding water use in and around the home.

## Indigenous mural project

We have engaged local artist Jasmin Craciun and Faith Curtis from Up&Up to work with Aboriginal and Torres Strait Islander students at Mayfield West Public School to create a mural design that celebrates the shared value of water.

We are thankful for the generous support provided by Mayfield West Public School and in particular, Principal Matthew Bradley, who has worked closely with us to bring this project to life.

Over the past few months, Jasmin has worked with students to create the mural design. This initiative reflects our commitment to reconciliation and strengthening relationships with Aboriginal and Torres Strait Islander peoples, as demonstrated through our Reconciliation Action Plan. Furthermore, it is also an opportunity for Indigenous young people to share their cultural knowledge about the value of water through art.



## Community Water Officers

Our Community Water Officers are maintaining a visible presence throughout the Lower Hunter as they engage with our residential and business customers about water restrictions.

Our officers are the front-line drought response team out and about in the community, educating and engaging with our customers to promote awareness of water restrictions and the responsible use of our precious resource.

To ensure we are spreading the message, our officers investigate reported water restrictions breaches, conduct letterbox drops and monitor hotspots where repeated breaches have been identified.

The officers also reach out to businesses who rely on water use in their operations and support their application for exemptions, allowing them to find ways to save water without disrupting business.



## Partnering with councils to reduce water usage

We recognise that public green spaces are important for community health and well-being, particularly in times of drought.

We are working closely with councils to find ways to reduce water use and at the same time protect key community assets like parks and sporting fields. Councils have reviewed and reduced water use across many of their activities. They are also sharing water saving messages through local sporting clubs and libraries and we have already seen significant water savings across the Lower Hunter resulting from this targeted approach.

One community leading the charge is the Cessnock Hockey Club by sharing their synthetic ground with other sports and training groups. This will help maintain the turf, alleviate stress and reduce irrigation needs on other playing fields.

Working together we can preserve the future of our precious resource and create lasting change for the community.



## Get in touch

We're here for you when you need us.

1300 657 657 (8am - 5pm)  
1300 657 000 (Emergency 24/7)

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# The Fountain

Your community update  
from Hunter Water

Look out for  
your **FREE**  
shower timer!

# LEVEL 2 Water Restrictions now apply



No sprinklers



No hosing of hard surfaces



Water every second day before 10am and after 4pm



4 minute showers



Wash your vehicles using a bucket only



All hoses must have a trigger nozzle

Summer Edition 2020

[hunterwater.com.au](https://hunterwater.com.au)

